



Washington State
Department of Agriculture

C2P2/Electronic COC User Manual ~ ***Authorized Employee***

Available July 1, 2003

Responsibilities/Capabilities of an "Authorized Employee"

- ☐ Creating a Certificate of Compliance
 - ☐ Viewing a previously submitted Certificate of Compliance
 - ☐ Viewing a previously submitted Shipping Permit
 - ☐ Searching the system for data
-

TABLE OF CONTENTS

INTRODUCTION.....	2
General.....	2
Phone Numbers to call for Assistance.....	2
Sandbox.....	2
PROGRAM OVERVIEW	3
Certificate of Compliance Program Application.....	3
Certificates of Compliance (COC)	3
Shipping Permits.....	3
DEFINITIONS/SYSTEM ROLES	4
Main Contact.....	4
Authorized Certifiers of Produce.....	4
GETTING STARTED	5
System/Browser Requirements	5
LOGGING IN FOR THE FIRST TIME.....	6
UPDATING/RENEWING AGREEMENTS	7
Adding/Removing Signatures	7
Annual Renewals	7
SUBMITTING A CERTIFICATE OF COMPLIANCE.....	8
Key Information for Filling out the COC	8
VIEWING SUBMITTED COC'S/SHIPPING PERMITS	10
RETRIEVING PENDING DOCUMENTS.....	10
CHANGING/DELETING COMPLETED COC'S.....	11
SEARCHING.....	11
PASSWORD GUIDELINES	12
Changing your Password.....	12
Lost/Forgotten Password.....	12

INTRODUCTION

General

This document is intended to replace and supercede any previously released C2P2 Users Manuals, and to provide new users and current users of the Washington State Department of Agriculture's (WSDA) Certificate of Compliance and Permit Project (referred to as "C2P2/Electronic COC" from this point forward) with information that will better enable them to understand and use that system. This manual will be updated as needed and will be available on our web site at <http://agr.wa.gov/inspection/FVinspection/C2P2.htm>.

On July 1, 2003, you may begin using the newly upgraded C2P2/Electronic COC Program. Further updates and enhancements to the system will be presented as they become available.

Phone Numbers to Call for Assistance

WSDA System Administrator in Olympia: (360) 902-1834

WSDA District Office Phone Numbers:

Yakima: (509) 225-2650 or Toll-Free 1(866) 236-5008

Wenatchee: (509) 662-6161 or Toll-Free 1(866) 687-1557

Sandbox

The "Sandbox" is a test site that WSDA has provided for you to use as a place to familiarize yourself with the C2P2/Electronic COC Program. The Sandbox will be available June 13, 2003. The "Sandbox" does not collect real data; its sole purpose is to help you get acquainted with the system prior to July 1, 2003.

To get to the Sandbox area to experiment with the C2P2/Electronic COC System, direct your browser to https://test-fortress.wa.gov/agr/fa2/COC_Demo/login/login.asp. Since this is a test environment, you will not be able to use your "real" shipper number, user name or password. You will have to submit a new request for an agreement as outlined in the "Getting Started" section of the Main Contact User Manual.

PROGRAM OVERVIEW

The C2P2/Electronic COC system enables produce shippers to enter into a signed agreement with the Director of WSDA, allowing participants to issue documents (shipping permits) attesting to the fact that apples, apricots, asparagus, cherries, pears, peaches or prunes being shipped from their location meet all applicable state requirements for grades and condition.

For produce shippers who, for a variety of reasons, choose not to use this automated system, they can continue to use the traditional paper method, and will need to contact WSDA to obtain a renewal/add remove signature form, and to have produce inspected by a WSDA inspector in order to obtain a Shipping Permit to transport the produce.

The information derived from the Agreement Applications, Certificates of Compliance and Permits is used by WSDA for creating invoices to recover costs for providing quality control inspections, and by commodity commissions and industry associations for reporting hundredweight (cwt.) shipped and destination. In addition, commodity commissions use this data to market Washington State products, carry out research and advertising, and to invoice program participants for specific assessments under their respective commission statutes.

All information submitted by a Shipper to this system is confidential. No other Shipper can access another shipper's information.

Certificate of Compliance Program Application—Shippers that wish to use the C2P2 system are required to apply to the Washington State Department of Agriculture. The designated “Main Contact” for your company does this.

Certificates of Compliance (COC)—Each Shipper that uses the automated system is able to fill out an electronic Certificate of Compliance (COC) eForm on site, at their facility. The Shipper submits the document to WSDA electronically, through the system. Once submitted, the Certificate of Compliance will be assigned a unique COC number. The system will identify this number to the user of the system and update the eForm to show it as complete. Once the eForm is complete, the Shipper then prints two copies (or more if desired) of the completed COC. One copy is to accompany the truck carrying the produce, and the other is for the shipper's files. Should a Shipper fail to print a copy of a COC, they can use the system's search menu to locate the document, view it and print copies.

In the event of a catastrophe or system failure, shippers can obtain and use manual COCs from the District Offices, as they did prior to implementation of this system.

Shipping Permits—Shippers and farmers may request inspection of produce by WSDA inspectors if they do not have a COC Agreement in place with the new system or if they wish to ship cherries to California. In those instances, the inspector completes a manual Shipping Permit and delivers the Permit to the WSDA District Office. The District Office Data Entry Clerk inputs the data into the system. The eForm has mandatory fields that must be completed before the form can be submitted. The District Office is able to void and modify Shipping Permits. The Shipping Permit needs to be issued a unique number before being submitted to the central database.

DEFINITIONS/SYSTEM ROLES

Main Contact

The “Main Contact” is a company’s main point of contact and the individual responsible for submitting the Certificate of Compliance Program application to WSDA for approval. This person has the sole authority to update, modify or renew that application and the list of persons shown on that application, at any time. This person should be a manager of some authority, with a vested interest in protecting the good quality of operations at their business. The Main Contact may also issue certificates of Compliance by adding their name to the list of “Authorized Employees”

The Main Contact has specific responsibilities within the system. Those include:

- ☐ **Submitting the initial Certificate of Compliance Program Agreement Application to WSDA**
- ☐ **Renewing the Agreement each August for the next shipping season**
- ☐ **Adding/Removing signatures of employees who are authorized to create Certificates of Compliance**
- ☐ **Search for and View previously submitted Certificates of Compliance and Shipping Permits**

Authorized Employees

An “Authorized Employee” is a person listed on the Certificate of Compliance Program application by the Main Contact as one who has the authority to complete, submit and print Certificates of Compliance on behalf of their employer. These individuals will be issued a User ID and Password to access the system. Authorized Employees/Shipper Data Entry Clerk may not change a Certificate of Compliance once it has been submitted. The identity of the Authorized Employee/Shipper Data Entry Clerk is tagged to each Certificate of Compliance generated by that person, and is admissible as evidence in a court of law.

Responsibilities/Capabilities include:

- ☐ **Creating a Certificate of Compliance**
- ☐ **Viewing a previously submitted Certificate of Compliance**
- ☐ **Viewing a previously submitted Shipping Permit**
- ☐ **Searching the system for data**

GETTING STARTED

System Requirements/Browser Compatibility

In order to be able to navigate through the C2P2 security arrangement, your Internet browser must support 128-bit Cipher strength. Users may require an upgrade to their web browser. Safeguards put in place by the State of Washington may not be compatible with older web browsers. HTTPS (Fortress), for example, is a security system used by the Washington State Department of Information Services (DIS) to protect your information while it travels along the Internet. Internet Explorer (version 5.5 and above) and Netscape (version 4.1 and above) support 128-bit encryption. Both have upgrades available free of charge through the Internet as noted below.

If you have problems with the system, the first thing to do is check to see if your browser has 128 bit Cipher strength. To investigate your situation:

Internet Explorer: Click on the **HELP** menu. Scroll down to and click on "About Internet Explorer" A little box will pop up. Look for **Cipher Strength**. If the value is not set to 128-bit, click on the **Update Information** link to upgrade your browser.

Netscape: Go to <http://www.netscape.com> and click on the "Browser Central" link on the upper left-hand side of the screen.

LOGGING IN FOR THE FIRST TIME

Current Users:

WSDA will automatically populate the new database with all existing agreement information (whether you use C2P2 or the manual system) between June 11 and June 13, 2003. Your shipper number will remain the same but user names and passwords will likely change. You should ask the Main Contact for your company what your new user name and passwords will be. You will be prompted to change your password when you log in for the first time. Please continue to use your current user names and passwords until the old system is shut down on June 30, 2003. On July 1, 2003, log into the system with the new user names and passwords.

➡ **Step 1:** Jump onto the Internet through your Internet Service Provider (ISP) and enter the following Internet address in your browser:
<https://fortress.wa.gov/agr/c2p2/login/login.asp>. That will take you to the C2P2 Login Page.

➡ **Step 2:** **DO NOT** click on “NEW SHIPPER”. Instead, Enter your Shipper Number, Login Name and Password in the spaces provided (the “Main Contact” for your company has this information).

The screenshot shows the WSDA C2P2 Login Page. The page title is "Certificate of Compliance and Permits Program". It includes a "Login" section with fields for "Shipper ID", "User ID", and "Password". There is a "Login" button and a "Forgot Password" link. A "First User Here? Apply now to use this system" link is also present. Annotations include three blue arrows pointing to the input fields: "Enter your 'Shipper Number' here" for Shipper ID, "Enter your 'Login Name' here" for User ID, and "Enter your Password here" for Password. A blue callout box on the right contains a note about password requirements.

NOTE: After you login for the first time, you will be prompted to change your password. Passwords must be between 5 and 12 characters long and contain at least one letter and one number.

➡ **Step 3:** You will be prompted to change your password the first time only. After that you may change your password at any time by selecting “Change Password” on the login page.

UPDATING/RENEWING AGREEMENT APPLICATIONS

Only the “Main Contact” For Your Facility Can Update And Renew Agreements With WSDA.

Adding/Removing Signatures

Only the Main Contact for your facility can add and remove names of employees who will be authorized to certify produce.

Annual Renewals

All compliance agreements expire on August 31 of each year. Only the “Main Contact” for your company can renew your company’s agreement. This is done anytime between August 1 and August 31st of each year. The system automatically posts a reminder that your agreement will need to be renewed beginning each August 1st.

SUBMITTING A CERTIFICATE OF COMPLIANCE:

➡ **Step 1:** Log in to the system with the user name and password assigned to you by the “Main Contact” for your company.

➡ **Step 2:** Select “Create Certificate of Compliance” from the menu.

The next screen will display the Certificate of Compliance electronic form. Your company's unique identification information will be added to the form.

➡ **Step 3:** Once you have the electronic form on your screen, fill in all the required data (mandatory fields are shaded red). Note that in numerous instances, you will receive a “drop down menu” of choices (e.g., commodity, variety, etc.). Select one of the offered choices by clicking your mouse on the appropriate offering and continue on until the form is complete. If a particular field is not appropriate to the produce your company intends to ship, leave that field blank. Note that the form requires certain information and you will not be able to submit the document unless it is complete. If you try to do so, you will receive an error message. Fields shaded in red are mandatory and will change depending on what you select.

Key Information for filling out the COC

- ❑ **Export/Domestic**—Used to indicate the ultimate destination of the produce, i.e., within the United States or outside the United States. If “Export” is selected, a destination country must be provided (Mandatory Field)
- ❑ **In State or Out of State Point of Origin**—Used to indicate whether the produce originated from a grower within the state of Washington, or not. Select one of two choices (Conditional Mandatory Field)
- ❑ **Transportation: Rail Car/Truck**—choose one (Mandatory Field)
- ❑ **If Truck is chosen**, list license number or trucking company name (Optional Field)
- ❑ **Storage type:** Choose CA for refrigerated storage or Reg. (regular) for warehouse (Mandatory Field). CA is mandatory for Red Delicious Apples. Note exceptional rules for processed fruit, when this field no longer applies
- ❑ **State Lot:** Mandatory if CA is chosen for Storage Type, or if Commodity is Apples and variety is Red Delicious. Optional field in all other cases
- ❑ **Commodity**—Type of produce. Drop-down menu is provided (Mandatory Field)
- ❑ **Variety**—Commodity options will be presented in a drop down menu that will be specific to the commodity selected above (detailed variety is important) (Mandatory Field)
- ❑ **Container type**—Drop down menu will be provided (Mandatory Field). Note exceptional rules for processed fruit, when this field no longer applies
- ❑ **Container Fill Weight**—When Container Type = Tri-Wall, fixed weight will be presented. For all other container types, the User will enter weight. For processed fruit, enter total net weight of load. Maximum range up to 100,000 pounds to accommodate processed fruit (Mandatory Field)
- ❑ **Count**—Number of containers (raw numerical). For processed fruit, entering quantity of one is acceptable (Mandatory Field)
- ❑ **Grade**—Drop down menu is presented, specific to the type of commodity and variety selected earlier (see code lists provided by WSDA). An “Other” field is supplied to account for “out of

- state” grades that may not apply to Washington State’s grade list (Mandatory Field for produce of in-state origin; optional for produce with out-of-state origin). Note exceptional rules for processed fruit, when this field no longer applies
- ❑ Purchase Order Number (PO #). Optional field used when delivery is tied to a specific purchase order and when a truck makes multiple deliveries from a single load of produce
 - ❑ Pre-Compliance Number. Optional field used when a commodity has been previously shipped between two or more warehouses and a Certificate of Compliance was issued against the initial shipping action
 - ❑ Compliance Statement—Provided as multiple check boxes that can be selected in any combination, or none. Single selection applies to all produce listed on the document, where Compliance rules apply. Mandatory for Red Delicious Apples, otherwise an Optional Field. Two-week Compliance—Used to indicate compliance with two-week refrigeration (check with state compliance for two-week refrigeration requirement). Three-week Compliance—Used to indicate three-week compliance with firmness requirements for apples
 - ❑ Destination (firm name, address, city and state) (Mandatory Field)
 - ❑ Once you have submitted a certificate to WSDA, you may view that certificate by selecting "View Previously Submitted Certificate" from the menu. You will be required to fill in the Certificate of Compliance number to view a specific document. You will only be able to read the document and you will only be able to read documents submitted by your company. You will not be able to change the information contained in that document.

➡ **Step 4:** Submit the form by clicking on the “Submit” button at the top of the screen. A new window will pop up and you will notice that your Certificate of Compliance now has a number assigned to it in the upper right-hand corner of the screen. This is the screen you must print 2 copies of.

➡ **Step 5:** Print two copies of the COC using the button provided with the C2P2 Program that says “**Print Form**” (Do not use your Browser’s print function—It won’t work).

Click on the words “Print Form”

The screenshot shows a web browser window displaying the Washington State Department of Agriculture's Certificate of Compliance (COC) form. The form is titled "CERTIFICATE OF COMPLIANCE" and includes fields for Shipper, Receiver, and Destination. It also features a table for listing produce items with columns for State, Commodity, Variety, Quantity, and Unit. The form is displayed in a web browser window.

➡ **Step 6:** Close the window that contains the COC with the assigned Number that you just printed by clicking on the “X” button in the upper right-hand corner of the screen.

Note: If you elect to discontinue a certificate that you are working on and desire a clean, new certificate, click “Save Form” to send it to the “Pending” list, then select “New Certificate” at the top of the form. The document that you have discontinued will be stored as a pending Certificate of Compliance as long as some produce information has been input into the form. See the “Retrieving Pending Documents” section of this manual for instructions on how to find and complete a document that you have previously started. If you do not retrieve the pending document, it is automatically purged from the system after two weeks.

View A Previously Submitted Shipping Permit Or Certificate Of Compliance

To view a Shipping Permit or Certificate of Compliance previously submitted by your firm, choose that option from the menu. An electronic form will be presented to you. Enter the appropriate document number for the form you want to view. The system will present the completed document for your inspection. You will not be able to modify the form but you may print it if you wish.

Retrieving Pending Documents

To complete a document that you previously started, but then abandoned for any reason, be sure to click on “Save Form” prior to abandoning the screen. If you did not save the form, you will have to start over.

If you saved the form, you can pull the partially filled out form up on the screen by selecting “Search” link at the top of the main screen. You will be directed to another screen with search options. Click on the drop down list that says –Range of Dates- and choose “Pending”. The system will present you with a list of open, pending documents. Click on the document number of the one you desire to complete and the document will be presented on your screen.

Complete the document and select “Submit”. The completed document will be deleted from the pending file and submitted to WSDA. Be sure to print your document once the system has confirmed acceptance of it.

If you do not complete the document, and abandon it for any reason, be sure to click on “Save Form” and it will be updated and returned to the pending file. You can access that document in the future, up to a period of one week. Any pending document more than one week old will be deleted from the system.

Changing/Deleting Completed Certificates of Compliance

Once you have submitted a Certificate of Compliance to the system, you cannot change or delete that document yourself. To do so, you must contact your local WSDA District Office and communicate with them. Given the appropriate information (certificate number, reason, etc.), the District Office will make the required correction to the system.

Searching for Information

To review a group of data pertaining to a number of Certificates of Compliance and/or Shipping Permits, select the "Basic Search" option from the menu. Fill in the appropriate parameters for the search and select "Submit". If you need a more detailed search, select "Advanced Search" and repeat the process. The resulting data will then be presented to you in summary form.

The column headings at the top of the page will identify the summary data for each form. The fruit icons at the far right identify the commodities that are listed on the form. You may click on a specific document number (at the far left of the screen) to view a specific document.

You may download the detailed data from your search by selecting the "Download" button appearing at the top of the screen. That data will include all the details from each forms shown on the initial search results screen. The downloaded results will be provided in a "flat file" format that may be opened using MS Excel spreadsheet or a similar spreadsheet.

Important Note:

Shippers may only access information related to documents submitted by or for their company. Do this by inputting the pending document number, if you know it, or request a range of documents by number or date.

Shippers may utilize the search function to list and identify "Pending" documents that have been stored in the system for later completion. Those documents will be available for a period of 14 days, and are then disposed of by the system.

To access a specific pending document for completion, click on the hyperlink that is the document number. The document will be presented and populated with appropriate information. Follow the procedures for completing a Certificate of Compliance and submit the document, or save it in the pending file once again.

Passwords

Change Password

At any time, you may change your password by clicking on the “Change Password” link on the main login page. The system will prompt you to enter your current User ID and Password. If you work for a Shipper, you will also be required to input your company's Shipper Number. Then you will be asked to input a new Password. Your Password must be between 5 and 12 characters long, and must contain at least one letter and one number. Be sure not to reveal your Password to anyone else. Any documents submitted into the system under your User ID and Password will be attributed to you.

Lost/Forgotten Password

If you have forgotten your Password, ask the “Main Contact” for your facility to contact the WSDA System Administrator at fvoly@agr.wa.gov or (360) 902-1834. WSDA does not have access to passwords, but can reset passwords to a default value.